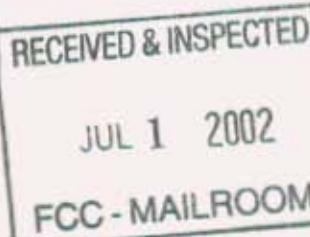


THE STATE OF WYOMING
Department of Employment

DIVISION OF VOCATIONAL REHABILITATION

Administrative Office
1100 Herschler Building
Cheyenne, WY 82002
Phone & TDD (307) 777-7389
FAX # (307) 777-5939



CC Docket No. 98-67
June 27, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary

Ladies and Gentlemen:

Pursuant to Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2002.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service program includes all complaints about Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Sprint, or the State. This log includes the date the complaint was filed, the nature of the complaint, the date of resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total Service, Technical and Miscellaneous Complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2001, through May 31, 2002, Sprint processed sixty thousand, ninety-five (60,095) outbound calls on behalf of Wyoming Relay. A total of six (6) customer complaints were received, which is a rate of one hundredth of a percent (.01%). Of the six complaints, two were filed with supervisors at one of the eleven Sprint TRS centers, one was filed with Sprint Customer Service, one was filed with both a Sprint relay center supervisor and the State's program consultant, one was filed with both Sprint Customer Service and the Sprint Account Manager, and one was filed with both the Sprint Account Manager and the State's program consultant. Generally the complaints were resolved within a couple of days of the complaint being made. The longest amount of time to resolve a complaint was fifty-seven (57) days. None of the six complaints were escalated for action to the Federal Communications Commission.

No. of Copies rec'd 074
List ABCDE



Marlene H. Dortch

-2-

CC Docket No. 98-67

June 27, 2002

Most of the complaints filed involved more than one issue or category of complaint. The natures of the complaints were as follows:

- Difficulty in retrieving voice mail messages (2)
- Switching of agents
- Unable to use calling card
- Difficulty in leaving message on answering machine
- Agent didn't follow customer instructions (2)
- Agent didn't keep customer informed (2)
- Agent hung up on the customer
- Agent didn't follow proper relay procedures and provided incorrect information
- Garbling
- Slow processing

Complaint resolution included:

- Agent (Communication Assistant) coached or retrained
- Set up outbound customer notes in database
- Technical problem fixed
- Information and instruction provided to customer

If the information contained within the annual consumer complaint log summary is not sufficient, or you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Gary W. Child
Administrator

LPC/mv

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 2 pages (original and 4 copies)
Electronic disk copy

cc: Erica Myers



Wyoming Relay

June 2001 - May 2002



	SERVICE COMPLAINTS												TECHNICAL COMPLAINTS				
	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	TOTAL	PCT.			
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1	25%			
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#16 Noise In Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	1	25%			
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	2	60%			
	TOTAL												4	1			
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#26 Gated Message	0	0	0	0	0	0	0	0	0	0	0	0	1	100%			
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%		
	TOTAL												0	0	1		



Wyoming Relay

June 2001 - May 2002



MISC COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	#30	#31	#32	#33	#34	#35								
Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	100%
Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	1	0	1	0%							
TOTAL CONTACT	0	0	0	1	0	1	1	0	0	0	2	1	0	6

COMPLAINT TRACKING FOR WYOMING

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

No complaints received for June 2001

COMPLAINT TRACKING FOR WYOMING

August 2001

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

No complaints received for August 2001

COMPLAINT TRACKING FOR WYOMING

September 2001

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4391	09/17/01	21, 18, 04 & 03	Voice carry over (VCO) user stated agents switched while retrieving voice mail message and did not keep him informed. He was also "left" hanging for a very long period of time and was not able to get the agent's attention. He also stated that the agent did a poor job of retrieving and typing his voice mail. He stated that the agents should not switch during voice mail retrieval and that the agents needed more training.	09/20/01	Apologetic to the customer and stated this would be followed up on. Called the customer's voice mail and retrieved his messages. Called and deleted voice mail per customer instruction. Coached the agent on the procedure for voice mail retrieval. Assisted the customer in setting up outbound customer notes in the customer's database for the retrieval of voice mail messages.

One complaint received for September 2001

COMPLAINT TRACKING FOR WYOMING

October 2001

Tracking #	Date of Complaint	Crl. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

No complaints received for October 2001

COMPLAINT TRACKING FOR WYOMING

November 2001

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3276E	11/03/01	33	VCO customer called customer service and was upset that he could not use his MCI calling card through Relay. He tried to place 2 calls using new MCI calling card and even got the supervisor to assist and the card would not work. The numbers he called to connected to wrong numbers. 20 minutes later he was able to use a Sprint calling card through Relay to call to the same numbers and wanted to know how this could happen. He could provide no agent ID number. The customer said, "thank you" and hung up before customer service could get all the information from him.	11/05/01	Apologized to the customer and explained that it was possible that either the agent did not follow correct procedures or the agent may have entered the wrong information or a wrong number. Was unable to follow up due to a lack of customer information.

One complaint received for November 2001

COMPLAINT TRACKING FOR WYOMING**December 2001**

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4475	12/05/01	03,18, & 05	TTY user complained that he/she had to make three long distance calls in order to leave one message. Also, he/she stated that the agent did not respond when they wanted to make another call and hung up on them. Customer is not happy and would like agent to be coached and trained better.	12/06/01	Thanked the customer for their input. Apologized for the difficulties. Spoke to agent. The agent said that the caller instructed her to hang up if she reached an answering machine, so the agent did as instructed.

One complaint received for December 2001

COMPLAINT TRACKING FOR WYOMING

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
January 2002					

No complaints received for January 2002

COMPLAINT TRACKING FOR WYOMING

February 2002

Tracking #	Date of Complaint	Cat. # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

No complaints received for February 2002

COMPLAINT TRACKING FOR WYOMING

March 2002

Tracking #	Date of Complaint	Call # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3346F	03/30/02	21 & 17	Customer received a call last night from deaf friend in WY who dialed 711 and got agent 4886F. The customer answered the call and the agent asked for the customer's mother who happens to be deaf and uses a TTY. The customer told the agent twice "My mother is deaf. Please tell the person to call back on the TTY." The agent asked if she'd received a relay call before. The customer was very put off by this and said "Yes, have you ever processed a relay call before?" The agent said, "The agent is not part of the conversation. One moment while I relay that to the TTY user." When the customer told the agent she wanted to complain at the end of the call, and asked for the customer service number, the agent told her to dial 711 since she is the outbound party. If she dials 711 she will get Nebraska Relay, which is provided by Hamilton Relay. The customer went ahead and called Nebraska Relay, got Hamilton Relay Customer Service and asked for the number for Sprint Relay Customer Service. Customer said she then called Sprint Customer Service but didn't feel confident about the way her complaint was handled.	04/23/02	It was explained to the customer that the agent was following procedure in asking for the party the TTY user had requested. Supervisor coached agent and explained how to give the 800 customer service number after the inbound party hangs up before the system disconnects the call. The Sprint Account Manager tried unsuccessfully to follow up with the customer on several occasions. Finally, he was able to contact the customer on April 23, 2002. The customer said that she was frustrated with how the call was handled but was satisfied with the resolution.
10685	03/27/02	26	The customer had seen an email sent to Colorado Relay users warning about garbling problems that were experienced by Colorado Relay TTY users and felt that there were also garbling problems in Wyoming. Excerpted from email: "It is happen in Wyoming but I would say about 25% to make phone call though Relay Svc and it does happen with garbling code like x00D0x like that."	05/23/02	Technicians pinpointed the problem to a new model of echo cancellers currently in use on the Sprint network and other phone networks nationwide. The manufacturer of the echo cancellers worked with the TTY manufacturer to duplicate the problem and then resolved it by re-programming the echo canceller software, which now shows no garbling. On May 23rd I explained to the customer that the problem had been fixed. He seemed satisfied with the resolution and stated that he was not having any further problems with garbling.

Two complaints received for March 2002

